

Title: Sr. Maintenance Management System Administrator	Effective Date: June 22, 2019	Grade: XVI	Job Category: Professional
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CHARACTERISTICS OF WORK

This position is accountable for providing administration, technical support, maintenance, customization, training and documentation updates for the maintenance management systems (MMS).

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Analyze, plan, implement, maintain, and update MMS systems.
- Coordinate the development of interfaces to the MMS databases for the development of program features and for interfaces for other Divisions of the Department.
- Determine, schedule, and perform software improvements, upgrades, patches, reconfigurations, and/or purchases.
- Coordinate with the State Maintenance Engineer, Maintenance Division staff, and District staff on policy/business practices revisions related to the continued implementation of the MMS.
- Oversee the development and maintenance of user manuals, system documentation, and other related Maintenance Division documentation.
- Oversee help-desk user support for all MMS users.
- Coordinate periodic MMS training for users statewide.
- Coordinate with Information Technology Division in support of the MMS software.
- Review and oversee the development and implementation of maintenance processes within the MMS.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor’s degree from an accredited college or university in computer science, engineering, or related field, OR the educational equivalent to a high school diploma plus a minimum of four years of experience in a related field. Experience using, installing, configuring, and maintaining major software systems. Extensive experience with scripting and SQL.

Knowledge, skills and abilities:

Effective analytical and problem solving skills. Good written and oral communication skills. Proficiency with Microsoft Office. Ability to communicate clearly and effectively.

Working conditions:

Office environment

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

